

Edinburgh Carers Council



for those supporting people with mental health difficulties

The Orchard Clinic

**The Royal Edinburgh Hospital:
An information guide for
relatives and carers**



Useful contacts for you

The following staff are involved in your friend or relatives care. Their names and contact details are below.

The Social Worker/ Mental Health Officer (MHO) is	
The RMO or Consultant is	
The ward Charge Nurse is	
The Keyworker is	

Who is a carer?

A carer may be a family member, partner or friend who supports or cares for a person with mental health difficulties. Carers may or may not live with the person they support, and they may or may not carry out physical tasks. The Mental Health (Care and Treatment) (Scotland) Act 2003 defines a carer as:

- (s329) ***“an individual (other than a paid or voluntary worker) who provides, on a regular basis, a substantial amount of care for, and support to, the person; and includes, in the case where the person is in hospital, an individual who, before the person was admitted to hospital, provided on a regular basis, a substantial amount of care for, and support to, the person”***
- regardless of diagnosis, living situation, etc.

This booklet is for you if you are caring for someone with mental health difficulties who has been referred to the Orchard Clinic for assessment or treatment of their mental health. People can be referred to the Orchard Clinic from court, prison, other NHS areas and The State Hospital. The Orchard Clinic is part of medium secure forensic mental health services for the southern and eastern regions of Scotland.

Although we talk about 'your relative' throughout this booklet the information equally applies to a friend or partner who is a person's main carer.

Orchard Clinic - Useful Numbers

Royal Edinburgh Hospital: 0131 537 6000

Orchard Clinic Reception: 0131 537 5860

Redwood: 0131 537 5811

Cedar: 0131 537 5802

Hawthorn: 0131 537 5807

Forensic mental health services specialise in the assessment and treatment of people with mental disorders involved with legal or court proceedings, or who have offended and are provided by NHS Health Boards in Scotland. They deliver care and treatment to meet a person's individual needs and within a setting that offers a level of security which matches the level of assessed risk to themselves or others. Your relative will be assessed first to see if the Orchard Clinic is the appropriate place for them to receive best care and treatment.

Not everyone treated within forensic mental health services will have committed an offence but they may need specialist care and treatment that is not available in other mental health services. This booklet should be read alongside the booklet, **Understanding Mental Health and the Criminal Justice System**.

Who will be involved in supporting my relative?

Psychiatrists are doctors who specialise in mental health. They will assess and make a diagnosis and decide on treatment including medication.

Responsible Medical Officers (RMOs) are doctors (normally consultant psychiatrists) responsible for the treatment of a person being treated under the Mental Health (Care and Treatment) (Scotland) Act 2003.

Psychologists have knowledge and training in thought, emotions and behaviour and can deliver a range of therapies often called 'talking therapies'.

Nurse Therapists provide therapeutic support individually and in groups. They can also provide Behavioural Family Therapy to support families with things like coping skills.

Psychiatric Nurses are nurses with specialist mental health training who will administer and support the management of medication and provide care for people with mental health difficulties.

Mental Health Officers (MHOs) are social workers with specialist training who carry out assessments jointly with medical staff in relation to Mental Health Act matters. They inform people about their rights and can help access other services including independent advocacy, welfare rights advice and solicitors. They have a duty to inform carers whom are Named Persons about their rights and ensure that the carers views are represented.

Advocacy Workers support a person to represent their own interest or represent their views for them if they are unable to do so. They provide support on specific issues and provide information. They do not work for NHS or other services.

Occupational Therapists help people to overcome physical and psychological barriers by learning new skills to support independent living and health.

What happens when my relative is first admitted?

Once your relative has been assessed by staff and admission to the Orchard Clinic agreed, they will be admitted as soon as possible. For those accommodated at The State Hospital this may involve a series of visits lasting from a few hours to overnight stays before the final transition is made.

If your relative's move to the Orchard Clinic is pre-planned they will usually be allocated a 'key worker' who will also act as their 'key worker' before their admission. As much information as possible will be given (including information about services in the Royal Edinburgh, visiting times, etc) to your relative and should be copied to their 'named person'.

Some people are admitted in an emergency. If this happens your relative will be given information when they arrive at the Orchard Clinic. Staff will be more than happy to speak to carers at any time. The whole admission process may take a few days to fully complete depending on the wellbeing of your relative. It will include informing your relative of various Orchard Clinic policies, introducing them to staff and other patients and settling them into the clinic. Levels of observation and access to certain areas within the clinic will be agreed at this time. Your relative will also be seen by a member of medical staff.

Can I visit my relative?

Before, or at the time of their admission, your relative will be asked for the names of two people he/she would like to have visit them in the first 72 hours. After this the names of other possible visitors are given to their clinical team, and if approved, are placed on a visitors list.

Visiting Times

2pm to 4pm and 6.30pm to 8pm 7 days per week

If you have any difficulty visiting during these times then you can ask for alternative arrangements to be made by contacting the nurse in charge of the ward.

Safety and Security Regulations (2005) allow for searching of visitors however this is not done in the Orchard Clinic.

What can I expect on my first visit?

On your first visit, you will be met by a member of nursing staff who will check your identification. This needs to be something with your name and address such as photo driving license or household bill. Then they will explain the visiting procedure. They will explain what to expect when you visit including:

- where you will meet your relative,
- what you can take onto the wards,
- how your visit will be supervised and the reasons for this. This member of staff will be happy to answer any questions you may have at this time.

You will have access to lockers in the reception area where you can store any personal items such as bags, mobile phones, etc.

Unfortunately children under the age of 18 years are not allowed in the ward areas and separate arrangements have to be made for child visits. This process can be explained to you by any staff member.

What is.. Care Programme Approach (CPA)?

There is a requirement for all 'restricted' patients to be subject to CPA. Within the Orchard Clinic this approach is used for all patients.

The Care Programme Approach is a process that allows the ongoing care and treatment of your relative to be planned and reviewed. There will be regular CPA meetings (every 3 months) involving their clinical team, themselves, their named person, their relatives or carers, advocacy workers and professionals from other agencies who may be involved with your relative.

Invitations with the date, time and place of CPA will be sent out by the care co-ordinator well in advance. You may wish to have the support of an advocacy worker at CPA meetings. Contact Edinburgh Carers Council on 0131 270 6087/9

Staff will provide information at the meeting on how your relative has been in the three months before the meeting. This includes everything from their mental well-being to their finances and personal care. There is room in the care plan to include your relative's views and your own opinions should be sought. At the end of CPA meeting:

- your relative's needs,
- the action required to address these needs,
- whose responsibility it is to complete these actions,
- are identified and documented. This information is reviewed and updated at each CPA meeting.

All CPA documentation once completed should be sent to each person involved in the meeting and this would include you as a 'named person' or carer.

What is.. a Key Worker?

A key worker is a trained psychiatric nurse who works within the area the person is admitted to. The key worker is allocated prior to, or at point of admission and wherever possible should be available on the day of admission itself. The key worker is responsible for:

- having regular contact with your relative,
- maintaining an overview of their care and treatment,
- contributing to clinical team and Care Programme Approach meetings (the latter in their role as care co-ordinator),
- developing and reviewing nursing care plans for your relative with their involvement wherever possible,
- act as point of contact for yourself and other relatives and carers.

Carers Checklist

Know who else is involved in your relative's care. You could keep a note of those contacts on page 1.

Build up a network of support for yourself, including family, friends and key professionals who can give you information and advice.

Go along to a carers group for support and information. The Orchard Clinic Carers group meets monthly on a Saturday. Please ask any Orchard Clinic member of staff for details.

Ask for the information you need in your role as carer/ Named Person. Your relatives Mental Health Officer (MHO) should provide this.

Take your concerns further if necessary. You can consult the Mental Welfare Commission (See page 22) or use the NHS Complaints procedure.

Make use of the Carers' Advocacy Service or the Transitions Carers Advocacy service at Edinburgh Carers Council if you need to **0131 270 6087/9**.

Support For You

Crisis Support

Edinburgh Crisis Centre (24/7)

A 24-hour service providing community-based emotional and practical support to people over 18 who are using or have used mental health services in Edinburgh - or their carers. **Freephone: 0808 801 0414**

email: crisis@edinburghcrisiscentre.org.uk

Carers' Group

The Orchard Clinic and Edinburgh Carers' Council

hold events around various topics of interest to family and friends throughout the year. Details of these and the monthly Orchard Clinic Carers Group are posted on the notice board in Orchard Clinic reception. Carers are also welcome to attend national carers' events which happen quarterly, and access training and information seminars run by the Forensic Network. Staff can support you in attending these. **Please ask the ward staff for more information.**

Carers' Support Projects

If you would like to find out more about what is available for you in your area a list of local carers' projects which can provide information and one-to-one support is available from Edinburgh Carers Council or can be viewed at:

[www.carersscotland.org/Information/Findinghelp/Local Organisations/Scotland](http://www.carersscotland.org/Information/Findinghelp/LocalOrganisations/Scotland)

Advocacy

Advocacy is offered to relatives and carers of people using forensic mental health services. This can be in the community or in a hospital setting. Advocacy for carers can be helpful at any time; including:

- when a person is first charged with an offence,
- prior to and in court for trial diet,
- prior to and in court for sentencing,
- while in the community on a treatment or probation order,
- while detained in hospital pre-sentencing and post-sentencing,
- at time of discharge from hospital setting.

Edinburgh Carers Council advocacy service is offered for carers who support patients being treated on IPCU wards in acute hospitals as well as the medium secure forensic facility at the Orchard Clinic, Royal Edinburgh Hospital. Edinburgh Carers Council can be contacted on **0131 270 6087/9**

How advocacy can help...

Pat was unsure of her new role as a 'named person' for her son, Jack, who had been admitted to the Orchard Clinic. With the help of her advocacy worker, she was able to better understand her rights within this role and how she could be involved in making decisions for her son's care. Working together to look through the information gave Pat greater confidence to take part in Tribunals and care reviews and to communicate any concerns she had to staff. Pat feels her relationships with nursing staff are much more positive and she feels confident that Jack is receiving the best care available.

Spiritual Care Team: Royal Edinburgh Hospital

Hospital Chaplains offer care and support to all patients, relatives and friends regardless of an individual's values and beliefs. They offer confidential listening and support. You can contact them via the ward staff or in person at the Spiritual Care Department located in the main corridor next to Mackinnon House reception. **0131 537 6515**

Spiritual care is also available through community mental health chaplains.

Minority Ethnic Health Inclusion Service (MEHIS)

This service is based at Crewe Medical Centre, 106 Niddrie Mains Road EH 16 4DT and link workers may visit the Royal Edinburgh Hospital on request from staff or from patients or carers. The service provides a bridge to make services more culturally sensitive and can link patients into support groups in the community.

Telephone referrals can be made to this service based on cultural group:

Bangladeshi link worker: **0131 536 9543**

Chinese link worker: **0131 536 9547**

Indian/Pakistani link worker: **0131 536 9542**

Refugee/Arabic link worker: **0131 536 9548**

All other enquiries: **0131 536 9544**

You should expect to receive a response by telephone to your referral within 48 hours, excluding weekends and a meeting will be arranged if required. If English is not your first language, staff can arrange access to interpreting service to enable you to be involved in, for example, care planning.

Further information

Below are useful services which may be of help to you.

Legal Services Agency Mental Health Representation Project (Edinburgh and Lothians)

Provides free legal advice to people with mental health difficulties, their families and carers: **0131 228 9993**

Law Society for Scotland

Other law firms providing legal representation can be found through the Law Society for Scotland: **www.lawscot.org.uk**

The Transitions Carers Advocacy service

at Edinburgh Carers Council can provide advocacy support for you at times of transition for your friend or relative e.g on admission, moving from hospital to community or from medium to low secure settings: **0131 270 6087/9**

The Mental Welfare Commission

is an independent body who can provide information and advice. It can make investigations and enquiries into someones care and treatment if there is a serious concern about their rights or welfare; Advice Line: **0800 389 6809**

The Mental Health Tribunal Scotland: 01698 390000

Copies of information relating to anything in this booklet are available free of cost from Edinburgh Carers Council.

Every effort has been made to ensure information was accurate at time of print. We welcome any feedback or comment regarding its content.

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